## Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app

# Features used to implement the example Example: Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app Other examples of that function Related Usage Examples

#### Features used to implement the example

Create issue link

## Example: Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app

We are currently using the Jira app **Enterprise Mail Handler for Jira** to create tickets based on emails in **project A**. When it creates a ticket, it fills in the summary, description, and custom field "**ClientEmail**". We have a second **project B** (called "**Personal Directory**"), that has tickets with unique data in each **ClientEmail** field.

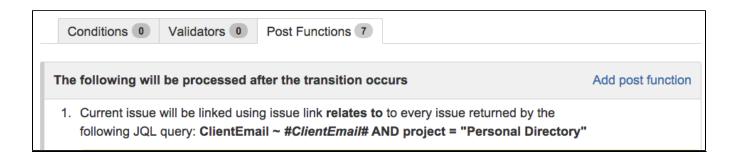
We want to use **Jira Workflow Toolbox** to set up a post-function on **project A** workflow to link tickets to **project B** (called "**Personal Directory**"), bas ed on each unique email address in field **ClientEmail**. I have been successfully created links based on JQL, but it was for a specific example (see screenshot below). We want **Jira Workflow Toolbox** to search for data in **ClientEmail**, and link issue in project A to ticket in project B that already has that same data in its field **ClientEmail**.



Instead of a specific value, you should use field code for **ClientEmail** field. You can find its field code in the field list you can field below the configuration parameters of post-function **Create issue link**. In the following screenshots I show you how to do it. Notice that in my example field **Clien tEmail** has field code **%{13600}**, but it depends on each specific Jira instance. Configuration of post-function **Create issue link**:



Once configured, transition configuration will look like this:



I show you a screenshot showing a part of the field list showing the field code for field "ClienEmail":

%{12600}	Carrier	Text Field (single line)
%{10900}	City	Select List (single choice)
%{10901}	City in Country	Select List (cascading)
%{13600}	ClientEmail	Text Field (single line)
%{12101}	Code review priority	Select List (single choice)
%{10100}	Colours	Checkboxes
%{12700}	Consecuence of Bug	Text Field (single line)

## Other examples of that function

## Related Usage Examples

Page: Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app

- · Validate only issue links created in transition screen
  - o example
  - validator

Page: Create issue links based on a custom field value avoiding duplicates

Page: Creating issue links to issues with the same "Summary"

Page: Parse description for creating issue links

Page: Replace certain issue link types with different ones

- issue-links
- · Require issue link when resolving as duplicate
  - o example
  - o validator
  - o issue-links
- Ensure that all issues linked with a certain issue link type have "Due Date" field set
  - o example
  - o validator
  - o issue-links
- Block an epic's transition depending on linked issues status and due date
  - o example
  - validator
  - o issue-links
  - transition
- Add and remove a single or a set of items from multi valued fields
  - example
  - post-function
  - o custom-field
  - o issue-links
  - o sub-task
- Writing a comment to blocked issues when blocking issues are resolved
  - example
  - o post-function
  - o issue-links
- Prevent issue from moving forward if it's dependent on nonaccepted tickets
  - o example
  - validator
  - o issue-links
  - o transition
- Enforce linked issues in a specific project to be "Closed" before closing issue
  - o example
  - o validator
  - o issue-links
  - transition
- Block or hide a transition for an issue depending on its issue links
  - o example
  - o validator
  - issue-links
  - transition
- Prevent transitioning when there is a blocking issue
  - o example
  - o validator
  - o issue-links
  - o sub-task
  - o transition
- Prevent issue from being "Closed" if blocking issues aren't yet closed
  - o example
  - validator
  - o issue-links
  - o transition
- Block creation of issue type X if it has not been linked with link type Y to issue type Z on the "Create Issue" screen
  - o example
  - validator
  - o issue-links
- Prevent issue from being closed if it has links of type "is blocked by" to open issues
  - example
  - condition
  - o validator
  - o issue-links
  - transition
- Transition linked issues in currently active sprint
  example
  - post-function
  - o issue-links
  - o transition
- Make an issue inherit highest priority among those of linked issues
  - o example
  - o post-function

o issue-links